

Large-Scale Litigation & Business Solution

Litigation Associates Program

Challenge

A sweeping client initiative to utilize business processes to reduce litigation costs, properly value legal work, predict budgets, manage outside legal spend, and increase efficiency, and a significant piece of this puzzle involves the expanded use of the skills and experience of client-dedicated Legility attorneys.



The results of this initiative have been impressive, with cost savings of more than \$34 million.

The goal of the initiative was (and is) to remain dedicated to serving as trusted advisers to the business while focusing on cost-effectiveness, speed of delivery, quality and knowledge management, administrative and operational capacity, and to support legal service with intuitive technology. It is an evolving program with an initial focus on litigation, employment and regulatory matters. The client is in a highly regulated industry. The results of this initiative have been impressive, with cost savings of more than \$34 million.

Solution

The initiative is a business-minded, fluid talent and process re-engineering model that places legal service providers inside the client's legal department to work collaboratively with in-house counsel, as well as to properly value and handle work within the full litigation life cycle.



Solution

Today, law firm associates rarely touch the client's litigation — the client utilizes partners only for their strategy and trial experience on cases. As part of this initiative, the client broke down the work previously handled by associates, assessed the value and identified the proper legal partner to handle each component of work, and built processes and technology to efficiently and cost-effectively accomplish the goals of any given matter.

Each unit of work now has its own metrics that are tracked for every matter, and best practices are continually identified and implemented.

As part of this process, the client's unique case management system (CMS) uses the information gathered to compile and analyze data, manage legal holds, predict budgets and goals, and bring higher efficiency to the legal department as a whole. The CMS also enhances the client's administrative and operational capacity to support legal work and increase its focus on quality and knowledge management.

For example, the CMS allows team members to initiate the collection of standard sets of internal documents with simplified checklists and estimates, based on prior uses, the duration and cost to review the results. This not only helps set budgets, but reduces the time it takes to find the right documents and dramatically decreases errors during the document collection and review phases.

The CMS database also manages the workflow of the litigation involving the following "Trusted Partners," all of which is managed in close collaboration with the client's in-house legal team:

- Paralegals, under the supervision of attorneys, use standardized processes and templates for the intake, assignment, processing and responses to certain subpoenas. This process re-engineering — attorneys previously handled these responsibilities — saves \$100,000 per year.

By the Numbers

\$100K

savings per year

25

experienced attorneys

80%

reduction in attorney fees

\$50K

savings per year in labor and hard costs with use of smart tech

\$34M

savings over 4 years



Solution

- Legility provides team leaders, second-level and privilege review, research and writing, and technology and workflow management (for the LPO and in other litigation phases). The Legility team — approximately 25 experienced litigation attorneys — allows in-house counsel to focus more on business matters while working collaboratively with the Legility team to use the best technology tools for any given matter, track the right data/metrics, and develop best practices. The Legility team knows the client's "ins and outs" — they have become an extension of the in-house team — and are able to do more of the factual development, chronology, witness preparation and interviews, and deposition preparation.
- The client has developed a team leader "process manual" and a training program for younger attorneys to grow into this role, both of which help retention and map out a career path within the team. The Legility team replaces the roles of senior associates or junior partners from outside counsel at rates up to 85% less than the client traditionally paid, and Legility attorneys often have twice as much experience as their law firm peers. Legility has been a major component of an 80% overall reduction in attorney fees.
- Legal-dedicated information technology resources work with Legility to identify the best technology tools for a particular matter. Over time, best-in-class platforms have been identified that have saved millions of dollars because of their value-added features, efficiency and effectiveness.
- Use of smart technology for work including witness preparation, where, for example, iPads are utilized instead of hard copies. This initiative saves \$50,000 per year in labor and hard costs.

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Results

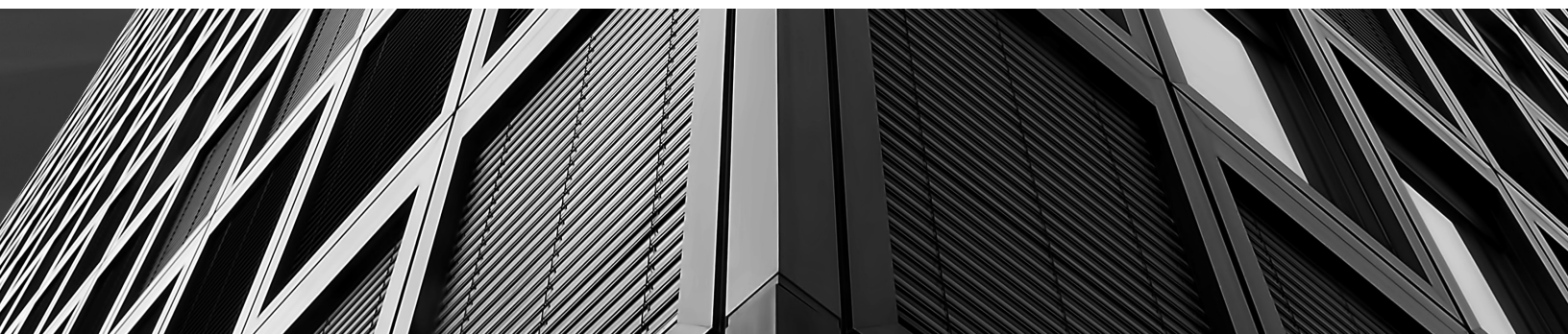
By applying business processes to the legal department, the client is now able to complete work expediently, analyze key metrics to determine what legal services can be more efficient, and assign value to tasks that were previously not tracked in that manner.

This innovative and comprehensive initiative represents a significant internal commitment to change and to the use of focused analysis and problem solving, as well as a dramatic shift in how litigation is valued and handled.

A partial breakdown of results includes savings of more than \$34.4 million over four years:

- Multi-tiered outsourcing has saved in excess of \$21 million, or more than 80% of attorney fees previously paid.
- Organizational and process changes — identifying the best internal and external resources to handle different levels and types of litigation work, mapping and re-engineering protocols, developing templates, and thorough implementation — has saved \$3.4 million.
- Technology has played a significant role, from focused database development to the diligent testing and use of different hosting and review platforms, to the utilization of iPads for witness preparation to reduce expenses. These initiatives have saved in excess of \$10 million and have dramatically reduced errors.

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Let's change the business of legal together.

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